

## Quality Improvement Assistant Division Director

**Reports to:** Chief Quality Officer, Quality Improvement, Division of TennCare  
**Working title:** Quality Improvement Assistant Division Director, Division of TennCare  
**State Classification:** Assistant Chief Quality Officer  
**Location:** Nashville, TN

### BACKGROUND

**TennCare** is Tennessee's Medicaid program that provides health insurance coverage for 1.4 million low income children, pregnant women, disabled adults, and adult caretakers of children. TennCare currently covers one out of every five Tennesseans and 50% of all Tennessee births, with an annual budget of \$11 billion. TennCare partners with its managed care organizations (MCOs) to provide high quality integrated physical, behavioral, and long term care to its member.

### MISSION AND TEAM

TennCare's mission is to support a healthier Tennessee by improving lives through high-quality cost effective care. TennCare has been a leader in innovation through clinical care models and delivery system payment reform while promoting the delivery of high quality services within a sustainable budget. TennCare's Medical Office sits at the forefront of this mission to support clinical quality and operations, federal and state policy, and strategic innovation for the agency. The Quality Improvement (QI) Division is an integral team within the Medical Office that is responsible for monitoring, reporting, and leading innovative strategies focused on improving clinical quality and health outcomes.

Operationally, the QI Division works closely with several TennCare divisions to lead development and execution of a comprehensive quality strategy. Additionally the QI team plays a strategic role in TennCare initiatives focused on improving clinical care and outcomes for TennCare members, including primary care transformation and population health. Externally, the QI Division works closely with TennCare's contracted organizations and other state agencies to provide oversight of quality performance and data reporting for TennCare members. The **Quality Improvement Assistant Division Director** will be a key member and leader on the Medical Office Team reporting directly to the Chief Quality Officer.

## POSITION OVERVIEW & ESSENTIAL FUNCTIONS

### **Responsibilities will include:**

- Provide clinical leadership and guidance in developing and implementing TennCare's comprehensive quality strategy as well as measuring quality performance
  - Leverage clinical expertise to develop innovative approaches and provide subject matter expertise to QI team focusing on improving quality of care provided
  - Guide development and submission of the annual TennCare Quality Strategy Report
  - Analyze annually reported clinical quality metrics (e.g. NCQA, HEDIS, Adult and Child Core Measures) to provide clinical insights on improvement opportunities
  - Evaluate measures to identify provider-focused improvement opportunities leveraging clinical evidence/judgment and NCQA and CMS specifications
  - Collaborate with TennCare Kids Quality director on clinical strategies to improve Early Periodic Screening, Diagnosis, and Treatment for TennCare Members
  - Incorporate best practices and emerging clinical approaches such as predictive risk stratification, member engagement, or complex care management into the TennCare Population Health strategy
- Provide daily leadership and management within QI Division to complete work products and execute quality strategy. Responsibilities for each team include:
  - Meaningful Use Team – supporting providers with compliance and attestations for EHR meaningful use requirements
  - Performance, Review, and Improvement Team – supports development of population health strategies, clinical initiatives focused on targeted patient population groups, and leads engagement with key stakeholders providing services to TennCare Members
  - Data Analytics Team – leverages data and analytics to provide insights on areas for quality improvement as well as meet quality reporting requirements
  - TennCare Kids Quality Team- supports health plans and providers to meet EPSDT goals, administer the Patient Centered Medical Home (PCMH) program with primary care providers
- Oversee Managed Care Organizations (MCOs) and other contracted organizations to monitor and assure the organizations meet contractual and CMS federal requirements. Responsibilities include:
  - Partner with MCO Quality Leads to develop innovative strategies and ensure completion of key quality activities
  - Support and oversee the TennCare External Quality Review Organization (EQRO) contract and related activities
  - Develop corrective action plans as needed to improve MCOs' and other contracted agencies' quality performance
- Represent TennCare on clinical advisory committees, state and national quality meetings, and/or in presentations to external stakeholder groups
- Provide team leadership and professional development for the QI Team to cultivate a collegial, team-based workplace culture.
  - Identify opportunities for mentorship and professional development of QI Team
  - Handle special projects as assigned by Chief Quality Officer

## QUALIFICATION REQUIREMENTS

### Minimum Qualifications

- 5+ years in clinical leadership focused on healthcare quality or population health
  - RN or higher clinical licensure strongly preferred
  - MPH/MHA or higher degree with deep experience clinical quality and care delivery
- Proficiency in Microsoft Office software including Word, Excel, and PowerPoint
- Excellent interpersonal, oral, and written communication skills
- Strong organizational, time management, analytical skills
- Prior experience leading and managing teams and direct reports
- Experience in networking with internal and external key stakeholders in professional environment.

### Desirable Qualifications

- Experience in health care delivery and administration (hospital, physician practice, etc.) or state/federal health agency and policies
- Experience in managed care and/or quality improvement
- Experience with population health or value-based payment reforms

## COMPENSATION

**Salary/Range:** Compensation and benefits arrangements are competitive and will be commensurate with the selected candidate's experience and responsibilities of this position.

To apply, please send a resume, writing sample, and cover letter with salary expectations and desired start date to [Rhonda.F.Fletcher@tn.gov](mailto:Rhonda.F.Fletcher@tn.gov).

*"Pursuant to the State of Tennessee's Workplace Discrimination and Harassment policy, the State is firmly committed to the principle of fair and equal employment opportunities for its citizens and strives to protect the rights and opportunities of all people to seek, obtain, and hold employment without being subjected to illegal discrimination and harassment in the workplace. It is the State's policy to provide an environment free of discrimination and harassment of an individual because of that person's race, color, national origin, age (40 and over), sex, pregnancy, religion, creed, disability, veteran's status or any other category protected by state and/or federal civil rights laws."*